



# **INFORMAL RESOLUTION SYSTEM**



# OVERVIEW

- **IRS concept**
- **IRS key elements**
- **Demonstrate working knowledge of IRS**



# Definition of Terms

---

- **Behavior**
- **Roles**
- **Resolution Options**



# Behavior

---

- **Acceptable**
- **Inappropriate**
- **Always Unacceptable**



# **Roles Identified**

---

- **Recipient**
- **Offending Person**
- **Other Person**
- **Supervisor**



# Resolution Options

---

- **Direct Approach**
- **Third Party**
- **Training Information Resource**



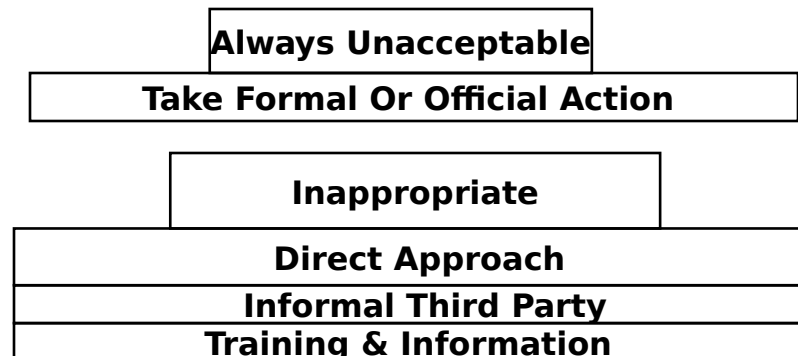
# **IRS Process**

- **What exactly happened?**
- **What was the impact?**
- **Apply the Reasonable Person Standard...**
- **What was the Behavior?**
- **What are my responsibilities?**
- **What are the options?**



# Recipient

- **Do not ignore conflict**
- **Review options**
- **Take action to reach a resolution**

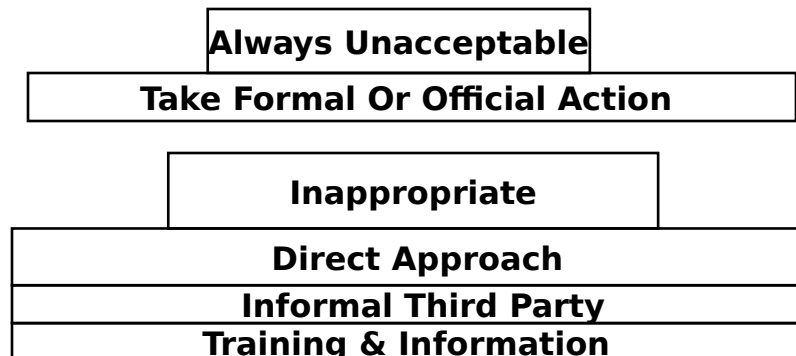






# Offending Person

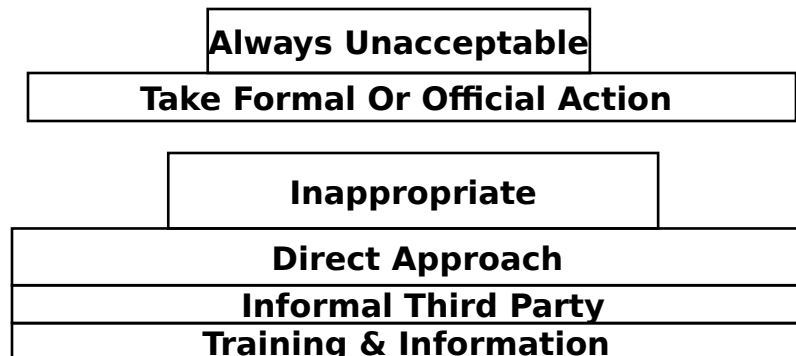
- **Do not ignore conflict**
- **Listen to understand**
- **Review options**
- **Take action to reach a resolution**





# Other Person

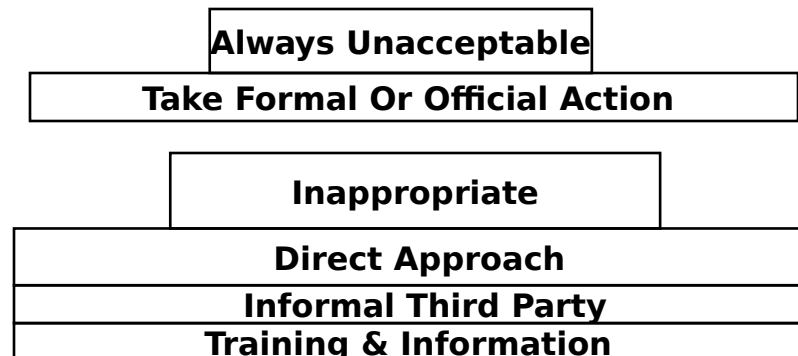
- **Do not ignore conflict**
- **Listen to understand**
- **Intervene and support if appropriate**
- **Maintain confidentiality**





# Supervisor

- **Listen and do not filter complaints**
- **Request resource materials or training**
- **Take appropriate action**
- **Follow-up and provide feed back**





# **Communication Skills**

---

- **Seeing the other person's point of view**
- **Approaching another person**
- **Apologizing**



# **Training Information Resources**

---

- **Films**
- **Books**
- **Posters**
- **Lecture / Guided discussion**



# Summary

- **IRS concept**
- **IRS key elements**
- **Demonstrate working knowledge of IRS**